

record or document to a destination location; and

obtaining, by the requestor, the patient record or document from the destination location.

2. (amended) A system for obtaining a patient record or document using an online location on an electronic medium, comprising:

means for requesting, by a requestor, an order for the patient record or document from the online location;

means for providing the requestor a cover letter having an identifier for identifying the

A1 cover order;

means for sending, by the requestor, the cover letter along with a patient authorization letter to a processing center;

means for requesting [to a shipping location] the patient record or document from a shipping location;

means for receiving, by a destination location, the patient record or document from the shipping location; and

means for obtaining the patient record or document from the destination location.

Kindly add the following new claims:

3. The method according to claim 1, wherein the online location comprises a web site.

A2 cont 4. The method according to claim 1, wherein the requestor comprises an

insurance company.

5. The method according to claim 1 further comprising inputting patient information in a graphical user interface window before requesting the order.

6. The method according to claim 5, wherein the patient information includes at least one of a claim number, first name, last name, social security number, and date of birth.

7. The method according to claim 1, wherein the identifier comprises a bar code.

8. The method according to claim 1, wherein sending the cover letter comprises faxing the cover letter to the processing center.

9. The method according to claim 8 further comprising automatically reading and identifying, by the processing center, the identifier on the cover letter.

10. The system according to claim 2, wherein the requestor comprises an insurance company.

11. The system according to claim 2, wherein the online location comprises a web site.

12. The system according to claim 2, wherein the means for requesting the order

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cont

comprises inputting patient information in a graphical user interface window.

13. The system according to claim 2, wherein the identifier comprises a bar code.

14. The system according to claim 2, wherein sending the cover letter comprises faxing the cover letter to the processing center.

15. The system according to claim 2, wherein sending the cover letter comprises mailing the cover letter to the processing center.

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cont
16. A method of ordering, by a requestor, a patient record or document using an online location, comprising:

requesting an order for the patient record or document from the online location;

providing to the requestor a cover letter having an identifier, the identifier having order information; and

sending the cover letter along with a patient authorization letter to a processing center associated with the online location for completing the order.

17. The method according to claim 16, wherein the requestor comprises an insurance company.

18. The method according to claim 16 further comprising inputting patient information in a graphical user interface window before requesting the order.